

# **Health Home Learning Collaborative**

Member Employment Resources

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# This training is a collaborative effort between the Managed Care Organizations and Iowa Medicaid Enterprise

## Iowa Medicaid Enterprise – Fee for Service

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# AGENDA

1. Introductions
2. Health Home Updates.....Pam Lester, IME
3. Employment.....Denise Juhl (Amerigroup) & Shawna Kalous (ITC)
4. Health Home Case Study or Health Home Spotlight.....Presenting MCO
5. Open Discussion.....All

*(Open discussion on current issues or barriers, potentially leading to future monthly topics)*

*Coming up:*

- *Feb 17, 2020 2-3pm Value Added Benefits*
- *March 16, 2020 2-3pm SPA Refresher*
- *April TBD Face-to-Face*

# Learning Objectives

1. Case Study – Home Health Spotlight
2. Review Iowa's Employment Vision
3. Increasing employment outcomes
  - LTSS Waiver Habilitation (HAB) Population
4. Discover ways to engage the member
  - Why, how and when
  - Evidence to support Employment
    - \* Iowa Employment 1<sup>st</sup> Guide
    - Iowa Employment 1<sup>st</sup> Family Perspective Guide
5. Describe HCBS Employment services
  - Career exploration
  - Individual supported employment
  - HCBS menu of services
6. Review Iowa Vocational Rehabilitation Services (IVRS)
  - Mission
  - Employment services
  - Deliverables
  - Referrals
  - Sharing Agreement with IVRS & Medicaid funded HCBS Waiver/HAB Supported Employment Services

# Learning Objectives (cont.)

7. Completion of employment information on InterRAI
8. Apply Motivational interviewing techniques to employment
  - Changing the questions
9. Provide links to online resources
10. Other Employment Resources
11. ABLE Act
12. Wrap – up and Q & A

# Iowa's Employment Vision

- “Employment in the *general workforce* is the first priority and the expected and preferred outcome in the provision of publically funded services *for all working age Iowan's with disabilities.*”

# Evidence

- a) **Cost savings:** People who replaced day treatment with work, saw a 29% cost savings and had more community integration. (Gary Bond, Dartmouth, 2015)
- b) **Mental health treatment:** People who work, use less mental health treatment. (Hoffman 2014, Knapp 2013)
- c) **Reduced hospitalizations/services:** Reduced hospitalizations and other services and a higher return on investment may be attributed to supported employment. (Robert E. Drake et al., (2009). "Social Security and Mental Illness: Reducing Disability with Supported Employment."
- d) **Health outcomes:** Substantial evidence showing an "association between long-term unemployment and poor physical and mental health outcomes, even in the absence of pre-existing conditions. Thus providing (supported employment) services to address this condition can logically be expected to meet the standard of 'medical necessity'." (Marrone, Hoff, ICI, UMass Boston 2015).
- e) **Medicaid claims costs & employment:** Decreased Medicaid claims cost and increased quality of life outcomes when persons with disabilities are employed. *Lead Center – The Impact of Employment on the Health Status and Health Care Costs of Working-age People with Disabilities*
  - [Http://www.leadcenter.org/system/files/resource/downloadable\\_version/impact\\_of\\_employment\\_health\\_status\\_health\\_care\\_costs\\_0.pdf](http://www.leadcenter.org/system/files/resource/downloadable_version/impact_of_employment_health_status_health_care_costs_0.pdf)

# Medicaid for Employed People with Disabilities (MEPD)

- [Ppc.uiowa.edu](http://Ppc.uiowa.edu) **University of Iowa** Study (December 2012) *regarding the Cost of Health Care- Medicaid for Employed People with Disabilities – The Effects of Employment on health care;*
- ***Medicaid costs were reduced \$161 per member per month for enrollees entering MEPD from another Medicaid eligibility category when Medicare enrolled months were excluded.***
- ***Analyses including Medicare enrolled months revealed a \$332 per member per month reduction for the same population.***



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# Iowa Employment 1<sup>st</sup> Guidebook & A Family Perspective

# Why Employment First?

**Employment First** is a movement to deliver meaningful **employment**, fair wages, and career advancement for people with disabilities.


**Competitive Integrated Employment.**



## Guidebook

- ✓ Links for professional development, people with disabilities, family members, providers, businesses, including:
  - Webinars on Customized Employment
  - Videos on the benefits of employment
  - Success stories
  - Myth Busting & FAQs
- ✓ Encourages people to pursue integrated employment
  - [https://dhs.iowa.gov/sites/default/files/Iowa\\_Employment\\_First\\_Guidebook\\_2nd\\_edition.pdf](https://dhs.iowa.gov/sites/default/files/Iowa_Employment_First_Guidebook_2nd_edition.pdf)

# A Family Perspective



**1<sup>st</sup>**  
Iowa Employment

## Employment First: A Family Perspective

### Employment First Is...

Employment First (E1st) is based on the idea that "Employment is the first priority and preferred outcome of publicly funded services for people with disabilities." (Iowa APSE) It may sound like another "new thing" but really it isn't. Instead, it is a way for Iowa services to increase integrated work options for Iowans with disabilities. E1st is one way Iowa can meet requirements of the **Workforce Innovation and Opportunity Act (WIOA)**, a law supporting competitive and integrated work experiences and employment for ALL citizens.

E1st requires a positive view of everyone's work potential in integrated community settings. Iowa systems no longer ask whether a person can work, but instead ask what employment best matches a person's strengths, skills, interests and conditions for success.

To summarize, E1st changes the employment question from "Can a person work?" to "How can a person work?" E1st emphasizes that with a good job match and the right supports **everyone CAN work!**

#### Integrated Community Employment

Work performed by a person with a disability who:

- Is paid minimum wage or higher
- Receives the same benefits
- Interacts with other employees, and
- Has the same opportunities to advance as employees without disabilities doing the same or similar work.

**Everyone Benefits!**

### Contents

Employment First	1
Iowans with Disabilities at Work	2
Supports Available	3
FAQ's—Answered	4
Service Planning	5
E1st Myths—Corrected	6

# Additional Outcomes- Improved Social Determinants of Health

- Increases a member's:
  - ✓ Personal financial improvement
  - ✓ Increased sense of self – worth and value
  - ✓ Wellness and recovery
  - ✓ Community participation



# HCBS Employment Services

- ❖ **Prevocational Hourly T2015 Fee Schedule \$10.00/hr.**
- ❖ **Career Exploration (New Service) T2015 U3** Fee Schedule  
\$38.27/hr.
- ❖ **Individual Long term Job Coaching** (If needed for job stabilization)
  - Tier 1 = 1 Contact / Month H2025 U4 Fee Schedule \$67.67/mo.
  - Tier 2 = 2-8 Hrs./Month H2025 U3 Fee Schedule \$361.58/mo.
  - Tier 3 = 9-16 Hrs./Month H2025 U5 Fee Schedule \$722.15/mo.
  - Tier 4 = 17-25 Hrs./Month H2025 U7 Fee Schedule \$1,129.18/mo.
  - Tier 5 = 26+ Hrs./Month H2025 UC Fee Schedule \$45.16/hr.
- ❖ **Supported Employment - Small Group**
  - Tier 1 = Groups of 2-4 H2023 U3 Fee Schedule Per person, \$2.84/15 min. unit
  - Tier 2 = Groups of 5-6 H2023 U5 Fee Schedule Per person, \$1.77/15 min. unit
  - Tier 3 = Groups of 7-8 H2023 U7 Fee Schedule Per person, \$1.26/15 min. unit
- ❖ **Individual Supported Employment T2018 UC**
  - Fee Schedule \$66.13/hr.

# “Career Exploration” (T2015U3)

- ✓ Known as “career planning”
- ✓ Person – centered, comprehensive employment plan and support service providing assistance to HAB waiver members
- ✓ To obtain, maintain or advance in competitive employment or self – employment
- ✓ Time – limited service
  - 34 hours over 90 days
- ✓ Outcome of service
  - Documentation of career objective and plan to guide individual employment support
  - Sustained employment at or above minimum wage
  - Integrated setting in general workforce (Integrated Employment in a Competitive environment [I.C.E.] )

# Individual Supported Employment (T2018 UC)

Benefits Education	Job Seeking skills training	Other employment support services
Career Exploration	Outreach to employers	Systematic instruction & support/on-the-job
Employment assessment	Job Analysis	Engagements of natural emp. Supports
Assistive technology assessment	Identifying and arranging transportation	Assistive technology solutions during initial period of employment
Trial Work Experience	Career advancement services	Transportation of member during serv. Hours.
Person-centered Employment planning	Reemployment services (if needed)	Initial on-the-job training to stabilize
Development of resumes	Financial literacy	



# Iowa vocational rehabilitation services

- **After** career exploration and **the member expresses *interest* in employment-**
- **Refer to IVRS** for benefits counseling and possible other employment counseling and placement services.

# Iowa Vocational Rehabilitation Services Mission Statement

- “The mission of the Iowa Vocational Rehabilitation Services is to work for and with individuals who have disabilities to achieve their employment, independence and economic goals.”

# IVRS EMPLOYMENT SERVICES MENU

1. Discovery
2. Workplace readiness
3. Comprehensive Vocational Evaluation
4. Job Shadow
5. Career Exploration
6. Occupational Skills Training
7. Work Adjustment Training
8. Job seeking Skills Training
9. Transportation Training
10. Job Development
11. Customized Employment
12. On – the – job Training
13. Supported Employment Job Coaching
14. Job Follow – up
15. Non – Supported Job Coaching
16. Supported Short – term paid work experience
17. Benefits counseling

# IVRS REFERRAL FORM

## 1)Referral Form

- Submitted by anyone – Individual will be contacted by IVRS within 10 days
- Form can be scanned, faxed or mailed to nearest IVRS office

### \*Referral Form:

<http://www.ivrs.iowagov/clients/referralcontacts.html>

## • 2) Phone referral

- Specific contact under “List of Area Offices”

### \*List of Area Offices:

<http://www.ivrs.iowa.gov/ContactUS/maincontact.html>

1-800-532-1486 (toll free)    515-281-421 V/TTY

# Resource Sharing Agreement with IVRS & Medicaid funded HCBS Waiver/HAB Supported Employment Services

- **1. Resource Sharing for Employment Services**
- People are more likely to succeed in employment when funding and services available through both IVRS and Medicaid are shared. Each program has limitations but together they can provide holistic support for someone with a disability who wants to find and keep community-integrated employment.
- The following *Resource Sharing* document was developed between IVRS and the DHS/Iowa Medicaid Enterprise in January of 2015. The MOA between DHS and IVRS is found on this link:  
[http://www.ivrs.iowa.gov/PolicyManual/MOA\\_IVRS\\_DHS.pdf](http://www.ivrs.iowa.gov/PolicyManual/MOA_IVRS_DHS.pdf)

# Motivational Interviewing

## Overcoming barriers & objections

- **Motivation is a:**
  - State of **readiness** to change
  - **Probability** that a person will enter into, continue and adhere to a specific change strategy
  - **Fluctuating** product of interpersonal interaction
  - **Interpersonal process** between care manager and member

# Motivational interviewing and moving the conversation

- Change the questions:
- Instead of: Do you want to work?
- To: What would you do with an extra \$100 per month?
- Instead of: What is the matter with you?
- To: What matters to you?

# Spirit of Motivational Interviewing:

- ✓ Partnership
  - Collaborative partnering with members
  - Member is the “expert” on themselves
  - Ask for permission
  - Avoid premature focus
  - Focus on mutual understanding versus care manager being right
- ✓ Non – judgmental
  - Care manager is the guide; member makes their own decision to change
  - Respect member autonomy – whether they choose to change or not
  - Inform and encourage choices without judgement
  - Ambivalence is normal; change is difficult
- ✓ Compassion
  - Genuine care and concern
  - Understand and validate member struggles
- ✓ Evocation
  - Evoke member’s own motivation and resources for change
  - Trust member to be motivated by something
  - Asking versus telling
  - Avoid the “expert” trap



# Strategies to evoke change talk

1. Ask evocative questions: open – ended
2. Explore decisional balance: good things vs. status quo
3. Ask for elaboration: “Tell me more.”
4. Ask for examples: “Give me an example.” “What else?”
5. Look back: time before current concern
6. Look forward: “What might happen if\_\_?”
7. Query extremes: worst that can happen? Best?
8. Use change rulers: importance and confidence rulers
9. Explore goals and values
10. Come along side

# OARS: Reflective listening & Responding

- **O**pen- ended questions
- Evocative, inviting
- Cannot be answered with “yes” or “no”
- Probing
- “Explain”
- “Tell me about”
- “Say more about”
- “Clarify”
- “How,” “what,” vs. “are,” “do,” “did,” “could”
- **A**ffirmations
- Recognize/reinforce success
- Offer perspective to face difficulties
- Express optimism
- See any progress as progress
- **R**eflective listening
- Mirror what member/family is saying
- States what member is meaning
- Shows collaboration and equity
- Should be done frequently
- **S**ummaries
- Lets member/family know you are listening and understanding
- Pulls together and links relevant information
- Allows member/family hear their own motivations/ambivalence
- Clarifies disordered thinking or communication
- Bridge and transition between topics
- Focuses on priority content and feelings

# Integrated Competitive Employment



# Other Employment Resources

- Iowa Workforce Department (IWD)- IowaWORKS!
- Iowa Department for the Blind
- Job Corps 16-24; Dennison & Ottumwa
- Senior Community Service Employment Program 55+
- DEI Providers for Benefits Planners
- Customized Employment Options;  
[https://uihc.org/ucedd/sites/uihc.org.ucedd/files/q\\_and\\_a\\_on\\_customized\\_employment\\_for\\_parents.pdf](https://uihc.org/ucedd/sites/uihc.org.ucedd/files/q_and_a_on_customized_employment_for_parents.pdf)

# ABLE Act

## ‘Achieving a Better Life Experience’

- An ABLE account may fund a variety of essential expenses for individuals with disabilities including medical and dental care, education, community-based supports, employment training, assistive technology, housing, and transportation.
- The ABLE account does not count toward the \$2,000 cap on assets that is required to remain eligible for critical government supports.

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# Open Discussion

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Thank you!